



How to Proceed

If you encounter these or similarly suspicious behaviors, you should proceed in accordance with your company's established security policies and procedures. If there is any doubt regarding suspicious behavior, it should be reported to appropriate management personnel or law enforcement, in accordance with company policy.

DISCLAIMER: The security suggestions provided here are voluntary recommendations and are not mandated by law. Please use this information as a guideline for enhanced transportation security.

TSA Contact Information

U.S. Department of Homeland Security
Transportation Security Administration
Highway and Motor Carrier Security
TSA Headquarters, East Tower TSA – 28
601 South 12th Street
Arlington, Virginia 22202-4220
Web site: www.tsa.gov
E-mail: highwaysecurity@dhs.gov

Transportation Security Operations Center (TSOC)
Point of Contact: TSOC Watch Officer
E-mail: TSOC.ST@dhs.gov
Telephone: 1-877-456-8722
703-563-3236
703 563-3237

The TSOC serves as a 24/7-point of contact for all transportation security concerns to include rail, trucking, mass transit, maritime, pipeline, highway and aviation issues.

Highway Watch® Call Center
Telephone: 1-866-821-3444

Highway Watch® is a national security awareness program administered by the American Trucking Associations (ATA) under a Cooperative Agreement with the Transportation Security Administration. The program offers participants a toll free number to report suspicious transportation security related activities, or incidents.



Transportation Security
Administration

Safeguarding America's Transportation System

Security Guide

For Private and Contract Carrier
Company Employees



Transportation
Security
Administration



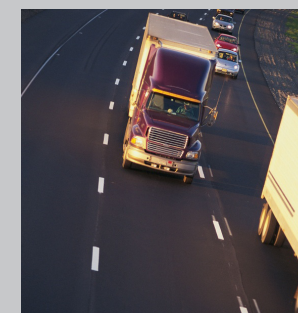
Message to Private and Contract Carrier Company Employees

Your company and the Private Carrier Industry are working together with government and law enforcement to fight the threat of terrorism. The Department of Homeland Security (DHS) and the National Private Truck Council (NPTC) have prepared this guide for your company and are providing it to you as part of a cooperative effort to improve transportation security.

The security of truck transportation begins with you. The recommendations contained in this guide are designed to help you define and identify potential security threats, as well as

gather and report security threat information more effectively. The Department of Homeland Security prepared these recommendations to help you in your daily business activities. However, this guide should not be used as a substitute for developing your company's specific security programs, policies and procedures. You should always refer to your company's programs, policies and procedures for more specific guidelines and information about your company's overall approach to transportation security.

The Department of Homeland Security encourages you to refer to this guide and your company's programs, policies and procedures frequently and to discuss them with your supervisor – especially if you have any questions.



Recommended Security Awareness for for Employees

Basic procedures that employees should familiarize themselves with as part of the overall transportation security process:

- Be knowledgeable of your company’s and customers’ security policies and procedures.
- Know appropriate contact information for your supervisor and local police. You should also know appropriate hotline numbers for reporting security threats and/or suspicious behavior. Keep this contact information readily accessible at all times.
- Maintain a high level of awareness at all times, but be especially vigilant during heightened security alerts as determined by the Homeland Security Advisory System (HSAS). Make sure to immediately review all security-related communications your company distributes in response to heightened alerts and to familiarize yourself with new or additional security measures your company might institute in response to heightened alerts.
- Always be observant of your surroundings whether at the terminal, inside and outside the company’s and/or customers’ facilities, in the areas near your company’s location(s), and particularly while on the road.
- Always wear any required uniforms and/or company ID when on the job. Stolen or lost employee uniforms and/or company identification should be reported immediately in accordance with your company’s established security policies and procedures.
- Keep all equipment appropriately locked while not in immediate attendance.



Suspicious Activity and Threat Indicators – Vehicles

Suspicious activities that should raise your awareness level because it might indicate a more serious threat include:

- Discovery of any unknown articles found in, on or around company vehicles.
- Unauthorized persons photographing company vehicles and/or locations.
- Being followed by other vehicles for extended periods of time.
- Being asked inappropriate questions about your company’s business related to security, products, delivery schedules, or any other information that seems suspicious.
- Reports or observations of commercial vehicles parked in unusual locations such as fields, vacant warehouses or other secluded areas.
- Unauthorized persons loitering where company vehicles are loading/unloading, parked or serviced.
- If you notice suspicious activity, you should proceed in accordance with your company’s established security policies and procedures. If there is any doubt regarding suspicious behavior, it should be reported to your supervisor.

Effective Reporting: Suspicious Activity and Threat Indicators

When reporting suspicious activities or threats to government or law enforcement authorities, you should attempt to provide information that is accurate and detailed. Be prepared to provide information that includes:

- Date, time and place of your observation(s).
- A complete description of any suspicious activity.
- Any identifying information given by a suspicious individual such as name, driver’s license number or other identification.
- A detailed description of any suspicious individual including height, weight, gender, age, hair color, eye color, complexion, scars, birthmarks, tattoos, clothing or jewelry.
- A description of any suspicious item left in, on or around your vehicle.
- A detailed description of any vehicle in which suspicious individuals are traveling including license plate number and state, and color, make, model and any dents or damage.

Suspicious Activity and Threat Indicators – Visitors/Strangers

Visitor/Stranger behaviors that should raise your awareness level because they might indicate a more serious threat include individuals who:

- Give vague or unverifiable references or identification while attempting to gain access to company property.
- Present altered or expired identification or driver’s license.
- Indicate interest in employment but ask unrelated and/or suspicious questions.
- Inquire whether company vehicles can be modified to handle heavier loads, create additional storage areas, increase fuel capacity or vehicle speed.
- Wear extraordinary attire such as heavy coats in the summertime or seem to have attempted to disguise their appearance.

If you encounter these or similarly suspicious behaviors, you should proceed in accordance with your company’s established security policies and procedures. If there is any doubt regarding suspicious behavior, it should be reported to your supervisor.

